

# The Standardized Program Evaluation Protocol (SPEP™):

**Service Score Results:** Alternative (\*) SPEP™ ID and Contact Time: 0330-A01-T01

Agency/Program Name: CONCERN/Concern Treatment for Boys (CTUB)

Service Name: Trauma Informed Group

Cohort Total: Cohort data unavailable \*

Cohort Time Frame: N/A

Referral County(s): N/A

Feedback Report Delivery: September 26, 2022

County/Probation Officer(s) Involved: Bryanna Davis and Lisa Fetzer, Montgomery County; Andrew Guise, York  
Kiersten Keenan, Delaware; & Ayla Allen, Mifflin

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CONCERN is a multi-service private non-profit 501(c)(3) human services organization dedicated to providing child welfare, juvenile justice, and behavioral health services to children and their families. Founded in 1978, CONCERN began as a pioneer of treatment foster care, believing that children placed into care should live in a traditional family setting in the community, rather than in a residential or institutional setting. Since this time, CONCERN has been at the forefront of innovative programs to meet the individual needs of the child.

Since 1978, CONCERN has served nearly 27,000 children and youth in placement services, including placing nearly 5,000 children into adoptive families. Through 15 sites throughout eastern and north central Pennsylvania and southern Maryland, CONCERN offers a growing array of foster care, adoption and permanency, community based, behavioral health, and residential programs. Each day, their placement services impact the lives of more than 300 children and youth. Each year, adoption and permanency services assist nearly 400 children in finding their “forever family;” community-based services touch the lives of nearly 200 individuals and families; and behavioral health services impact the lives of nearly 5,000 individuals through a continuum of services.

CONCERN is governed by an active and responsible Board of Directors whose members have no material conflict of interest and serve without compensation. Administratively, CONCERN’s Senior Leadership Team is led by a Chief Executive Officer with each service site being led by appropriately credentialed supervisory personnel.

The CONCERN Treatment Unit for Boys (CTUB) program is a staff secure, community-based residential facility designed to meet the needs of adolescent males, ages 12 through 21, who have been adjudicated delinquent or dependent. CTUB offers a highly supervised and structured environment which holds youth accountable for their behavior and provides the necessary supports and services. The program can serve up to 25 youth. Referrals of adolescent males, both delinquent or dependent, are accepted. Their acceptance is based on the referral process which includes a personal interview and review of referral materials. The average length of placement is six to nine months, but this is determined by the specific needs of the youth.

The goal of the program is to change the mindsets and behavior patterns of the youth so that they will be able to function appropriately in society and will return to the community as healthy, productive citizens. Emphasis is placed on the bonds created between staff and residents in a smaller community-based treatment environment which is imperative to successful program completion and release. The program is flexible in that it will meet the individual needs of each youth who presents with a myriad of challenging behaviors. Services are provided to deal with delinquent behaviors, mental health issues, abuse issues, addiction issues, vocational issues, educational issues, and independence issues. Daily opportunities are provided for emotional, social, educational, and physical growth. This not only minimizes the likelihood of continued negative behavior, but also prepares the youth for responsible social living. Opportunities also exist for the youth to work, educate, and recreate in the community.

The Trauma Informed Group focus is to provide education and knowledge to youth about trauma and how it affects their behaviors. Psycho education is provided in a group setting on various topics to include types of physical and emotional behaviors, the impact trauma can have on relationships, understanding and identifying emotions, relaxation, grounding and coping skills, and understanding how to form safe and healthy relationships. The group is delivered by a mobile therapist and runs once a week on an 8-week rotation. The sessions last from an hour to an hour and a half. If there is any specific trauma that is identified for a youth during the group setting, it is addressed during individual counseling sessions by the therapist.

## The four characteristics of a service found to be the most strongly related to reducing recidivism:

1. **SPEP™ Service Type:** Group Counseling

Based on the meta-analysis, is there a qualifying supplemental service? No

If so, what is the Service Type? There is no qualifying supplemental service

Was the supplemental service provided? N/A Total Points Possible for this Service Type: 30

Total Points Received: 30 Total Points Possible: 35

2. **Quality of Service:** Research has shown that programs that deliver service with high quality are more likely to have a positive impact on recidivism reduction. Monitoring of quality is defined by existence of written protocol, staff training, staff supervision, and how drift from service delivery is addressed.

Total Points Received: 5 Total Points Possible: 20

**3. Amount of Service:** Score was derived by calculating the total number of weeks and hours received by each youth in the service. The amount of service is measured by the target amounts of service for the SPEP™ service categorization. Each SPEP™ service type has varying amounts of duration and dosage. Youth should receive the targeted amounts to have the greatest impact on recidivism reduction. Targeted duration and dosage for this service is 24 weeks, 40 hours.

N/A youth in the cohort of  received the targeted Duration or Number of Weeks for a total of N/A\* points  
N/A youth in the cohort of  of received the targeted Dosage or Number of Hours for a total of N/A\* points

**Total Points Received:** N/A\* **Total Points Possible:** 20

**4. Youth Risk Level:** The risk level score is compiled by calculating the total % of youth that score above low risk, and the total % of youth who score above moderate risk to reoffend based on the results of the YLS. The Risk Levels of youth admitted to the program were:  low risk,  moderate risk,  high risk, and  very high risk

N/A youth in the cohort of  are Moderate, High, Very High YLS Risk Level for a total of N/A\* points  
N/A youth in the cohort of  are High or Very High YLS Risk Level for a total of N/A\* points

**Total Points Received:** N/A\* **Total Points Possible:** 25

**\* Due to limited availability of qualitative and/or quantitative data, a valid SPEP™ score could not be generated. Any data that has been shared is strictly for informational purposes. Technical assistance will be offered to the service provider in regard to SPEP™ Performance Improvement with the goal of reassessment in the future.**

### **The SPEP™ and Performance Improvement**

The intended use of the SPEP™ is to optimize the effectiveness of reducing recidivism among juvenile offenders. The service could improve its capacity for recidivism reduction by addressing the following recommendations:

1. Regarding Quality of Service Delivery:
  - a. Written Protocol:
    - i. Identify in the manual which youth are most appropriate to receive the service.
    - ii. Document in case notes that the manual is being referenced during service delivery to include topics discussed.
    - iii. Review and update the manual at predetermined time frames and date when this occurs.
  - b. Staff Training:
    - i. Ensure that the manual outlines the training and requirements to deliver the service.
    - ii. Provide documentation that the specialized trainings have been completed
    - iii. Provide booster trainings on pre-determined timeframes relevant to the service.
    - iv. Ensure that there is a supervisor trained to deliver the service that can also provide supervision.
  - c. Staff Supervision:
    - i. Identify staff that can provide appropriate supervision.
    - ii. Ensure that staff delivering the service are provided with supervision at pre-determined timeframes and that written feedback is provided.
    - iii. Include in the annual performance evaluations specific reference to the quality and fidelity of service delivery.
  - d. Organizational Response to Drift:
    - i. Develop a policy and procedure to identify departure from the fidelity and quality of service delivery.
    - ii. Ensure documentation is developed and utilized to verify implementation of policies and procedures.
    - iii. Develop an if/then approach to specific corrective action steps to address departure from fidelity and quality of service.
    - iv. Develop a procedure to collect data on the fidelity and quality of service delivery.
    - v. Develop a process to evaluate and adapt to improve service delivery.
2. Regarding Amount of Service:
  - a. Consider ways to increase dosage and duration to match the research targeted amounts of 24 weeks and 40 hours.
  - b. Maintain communication with referral JPO to better match research recommendations for the target amount of service and appropriate length of stay for each youth.
3. Regarding Risk Level of Youth Served:
  - a. Continue collaboration with juvenile probation departments to ensure the most appropriate referrals are being received.